

**SSI Southeast Advisory Committee
May 24, 2006 Meeting Summary**

Attendee

Sean Gartley
Ruthanne Landsness
Jennifer Tarrantino
Gloria Stewart
Sara Karon
Kathy Kunze
Shirin Cabraal
Tracy Reid
Julie Dixon*Seidl
Jane Conway
Joyce Binder
Nzinga Khalid
Bill Jensen
Bonnie Johnson
Karen Avery
Denise Johnson
Ginger Reimer
Bill Erickson
Jennifer Winter
Amy Cleary
Karen Bachman
Chester Kuzminski
Bruce Nelsen
Kathy Ellithorpe

Organization Represented

APS Healthcare
APS Healthcare
Aurora
Children's Health System
CHSRA
Consumer
Disability Rights Wisconsin
Disability Rights Wisconsin
Disability Rights Wisconsin
EDS
iCare
iCare
iCare
iCare
Independence First
Independence First
Independence First
Kenosha County DHS
Managed Health Services
Metastar
Milwaukee County
Milwaukee County Dept on Aging
Society's Assets
United Healthcare

Staff: Angela Dombrowicki, Janice Sieber, and Dr. Michelle Urban, Division of Health Care Financing; Alice Mirk, Bureau of Mental Health and Substance Abuse Systems.

1. **Opening Remarks:** Angela Dombrowicki, Director of the Bureau of Managed Health Care Programs (BMHCP), called the meeting to order at 10:00 a.m. Ms. Dombrowicki invited the groups represented to bring literature and/or other notices to future meetings to promote and publicize events related to the various interests represented in the Advisory Committee.
2. **SSI Managed Care Expansion:** Angela Dombrowicki presented a variety of information related to expansion of SSI managed care into other areas of the State. Ms. Dombrowicki distributed a map detailing service areas, by county, in which managed care organizations have indicated they would be interested in serving the SSI population. Each coverage area has a tentative implementation date ranging from the fall of 2006 to early 2008. SSI managed care enrollment in expansion counties with two or more HMOs will mirror the SSI Milwaukee/Southeast model in which

county services will be carved out, but individuals receiving these services will be eligible to enroll in managed care organizations. Dual eligible enrollment will be voluntary in all counties.

Several Committee members questioned the enrollment process in counties in which only one managed care organization has expressed interest in serving. Ms. Dombrowicki stated that in areas where there is only one HMO serving the SSI population, SSI managed care will be voluntary. The current voluntary model includes an initial choice period for recipients in which individuals may choose to enroll in a managed care organization or remain in fee for service. If an individual chooses to enroll in a managed care organization, there will be a 90 day period after initial enrollment during which they may return to fee for service. After completion of the 90 day open enrollment period, the enrollee is locked in to managed care enrollment for the next nine months. This enrollment model is currently being used in Dane County, a county with one managed care organization serving the SSI population. Ms. Dombrowicki indicated that regardless of the number of managed care organizations that express interest in serving the SSI population in a given county, each managed care organization must have an adequate provider network and meet comprehensive State certification requirements before they will be able to enroll individuals.

An Advisory Committee member inquired about the Department's outreach plans in the expansion counties listed. Ms. Dombrowicki responded that the State will initially contact county officials to discuss how SSI managed care will interface with county programs. Subsequent to meeting with the Counties, provider training will be offered and as in Southeast Wisconsin, town hall information meetings will be held to present information about the program and answer recipient questions.

The Department received input from this Advisory Committee and others that separate advisory committees should be formed for different geographic regions of expansion. The current plan is to have four advisory committees: this Advisory committee for Milwaukee, Waukesha, Kenosha and Racine Counties (as well as Ozaukee and Washington Counties in the future), the existing Dane County Advisory Committee, and new Advisory Committees in Eastern and Western Wisconsin.

The Advisory Committee requested the Department provide the number of SSI individuals in each expansion county.

3. **Quality Assurance Subcommittee:** Angela Dombrowicki stated that the Quality Assurance Subcommittee for Southeast Wisconsin will no longer be meeting separately, and that current and future quality assurance issues will be presented and discussed within this Advisory Committee.
4. **Enrollment Update:** Janice Sieber presented enrollment information, noting that as of May 2006 there were 16,071 Milwaukee County enrollees in SSI managed care, or approximately 81% of the Medicaid only population in this area. At this time,

approximately 80 new packets a week are being distributed to Medicaid only individuals in Milwaukee County and packets were distributed to dual eligible individuals in Milwaukee County beginning April 17, 2006. There are between 12,000 and 13,000 dual eligible individuals in Milwaukee County, approximately 3,000 of which are currently enrolled. The report details enrollment figures and trends for Milwaukee County as well as initial enrollment figures for Dane, Kenosha, Racine and Waukesha Counties.

5. External Advocate Update:

- a. Sara Karon from the Center for Health Systems Research and Analysis discussed plans for upcoming managed care site visits conducted by the SSI External Advocate. These site visits will focus on policy issues and quality assurance concerns which will be identified by the State, External Advocate, and/or others working with the SSI managed care population. The initial site visits will focus on pharmaceutical continuity of care for SSI individuals enrolling in managed care organizations in Milwaukee County.

Ms. Karon stated that site reviews will be conducted over the next six to twelve months, and reviews will include discussions with consumers, health care providers, physicians, case managers and HMO staff. Findings and recommendations will be provided to the State, the managed care organization being reviewed, and to this Advisory Committee.

A request was made to involve consumers in the review of the evaluation tool to be used for site reviews. Sara Karon asked those interested in being involved in the review of the tool to contact her.

- b. Julie Dixon*Seidl presented information related to individual advocacy activities over the past six months. Disability Rights Wisconsin has made 23 outreach presentations to recipients, potential recipients and County staff (approximately 390 people) and has had direct contact with 62 recipients during this period.

6. **External Quality Review Organization (Metastar) Update:** Amy Cleary presented an overview of the progress of federally mandated quality reviews being conducted by Metastar. Ms. Cleary stated that statewide site reviews in 2006 will be conducted at six locations (eight health plans) and non-accredited HMOs will participate in comprehensive reviews while accredited HMOs will participate in abbreviated reviews. Ms. Cleary noted that reviews to date have gone well and HMOs have been full, active and open participants in the process.

7. **Department of Health & Family Services Initiatives for Emergency Room Services:** Dr. Sandra Mahkorn presented information about the Department's efforts related to emergency room use by Medicaid individuals in Wisconsin. Dr. Mahkorn provided background of the work that led to the current initiatives, including an HMO

ER Workgroup in 2002 and a Legislative Audit Bureau report in 2003. The current State biennial budget (2005-2007) includes funding for efforts related to the use of emergency rooms by Medicaid individuals. Current efforts include examination of data related to individuals who frequently use emergency room services, a web-based Wisconsin Medicaid ER Information Exchange, efforts to improve care coordination among emergency room care managers, TCP/CSP care managers and HMOs, and a letter campaign to outreach to frequent emergency room users.

Dr. Mahkorn provided detailed information about the web-based Wisconsin Medicaid ER Information Exchange, a tool currently being piloted in Milwaukee area emergency departments. The tool allows emergency room physicians and staff to access information about Medicaid individuals who have visited emergency rooms three or more times in the past rolling twelve month period. Information provided includes a history of the location and date of past ER visits, primary, secondary, and tertiary diagnoses, history of prescription medications, a primary physician name and contact information if available, whether the individual is enrolled in an HMO, county human service program, lock-in program, and other background information.

8. **Future Advisory Committee Meetings:** Future meetings are scheduled for Wednesday, August 2nd and Wednesday, November 15th. Both meetings will be held at the Radisson Hotel Milwaukee West and are scheduled to start at 9:30 a.m. and end at 12:00 p.m.
9. Meeting was adjourned at 12:20 p.m.

Respectfully Submitted,

Sean Gartley